

In the Claims:

Please amend the claims as follows:

1. (currently amended) A method to retrieve and/or access information about an equipment, plant or process in a facility comprising a plurality of devices and one or more control systems for process monitoring and control, wherein energy-related information and other data for each said device is stored in a said control system, ~~characterised by~~ the method comprising:

configuring a software entity with an identity of a selected said equipment, plant or process,

retrieving information associated with said equipment, plant or process by means of the configured software entity, and

presenting or displaying at least information about a new event or alarm for said device and/or the location of said equipment, plant or process about to a user.

2. (currently amended) A The method according to claim 1, ~~characterised by~~ further comprising:

retrieving the information associated with said equipment, plant or process by means of the software entity, and

finding one or more internal users with technical information relevant to equipment, plant or process.

3. (currently amended) A The method according to claim 2, ~~characterised by~~ further comprising:

assigning the new event or alarm for said equipment, plant or process to an internal user.

4. (currently amended) A The method according to claim 2 ~~or 3, characterised by~~ 2, further comprising:

retrieving an address for an external user or expert and presenting the address to the internal user.

5. (currently amended) A The method according to claim 4, ~~characterised by~~ further comprising:

establishing contact between the external user or expert and the internal user.

6. (currently amended) A The method according to claim 4 ~~or 5, characterised by~~ 4, further comprising:

establishing a shared display or shared computer application contact between the external user or expert and the internal user.

7. (currently amended) A The method according to claim 1, ~~characterised by~~ further comprising:

configuring a selected technical characteristic of the selected said equipment, plant or process with an indicator of a high, medium or low priority for returning the selected said equipment, plant or process to a normal state.

8. (currently amended) A The method according to claim 1, ~~characterised by further~~
comprising:

configuring a technical information link of component of a said equipment, plant or
process with an identity of a user with access to relevant technical information.

9. (currently amended) A The method according to claim 8, ~~characterised by further~~
comprising:

configuring said equipment, plant or process with an identity of a user with dependent on
information recorded in the user profile.

10. (currently amended) A The method according to claim ~~8 or 9~~, ~~characterised by 8,~~
further comprising:

configuring said equipment, plant or process with an identity of a user with dependent on
information recorded in the user profile classified by any from the list of: responsibility, training,
certified qualification, work experience.

11. (currently amended) A The method according to claim 1, ~~characterised by further~~
comprising:

attaching a user observation to the retrieved information associated with said equipment,
plant or process as any form the list of: a text message, a video clip, a photograph, sketch, sound
recording.

12. (currently amended) A The method according to any previous claim, characterised by claim 1, further comprising:

carrying out a repair, re-configure, re-programming or replacement of a faulty part of said equipment, plant or process based at least in part on technical information associated with said equipment, plant or process retrieved and/or presented by means of the software entity.

13. (currently amended) A computer program product for retrieving and/or accessing information about an equipment, plant or process, comprising:

a computer readable medium; and

computer code means and/or software code portions recorded on the computer readable medium which when run on a computer or processor will make said computer or processor perform the steps of ~~a method according any of claims 1-12~~

configuring a software entity with an identity of a selected said equipment, plant or process,

retrieving information associated with said equipment, plant or process by means of the configured software entity, and

presenting or displaying at least information about a new event or alarm for said device and/or the location of said equipment, plant or process about to a user.

14. (cancelled)

15. (original) A software architecture for retrieving and accessing information about an equipment, plant or process in a facility comprising a plurality of devices and one or more

control systems for process monitoring and control, wherein energy-related information and other data for each said device is stored in a said control system, said architecture comprising at least one public interface, that a software entity of said architecture comprises

means to configure an interface of a software entity representing characteristics of one or more components of said equipment, plant or process, and

means to access or retrieve an interface to access information about a known component in said equipment, plant or process.

16. (currently amended) A The software architecture according to claim 15, ~~characterised by~~ further comprising:

means to retrieve a unique ID or address for a workstation or similar of a user with access to relevant technical information.

17. (currently amended) A The software architecture according to claim 12 ~~15~~, ~~characterised by~~ further comprising:

means to retrieve an IP address for a local user with access to relevant technical information.

18. (currently amended) A The software architecture according to claim 12 ~~15~~, ~~characterised by~~ further comprising:

means to retrieve an IP address for a remote or external user with access to relevant technical information.

19. (currently amended) A control system for a plant or process in a facility comprising a plurality of devices and one or more control systems for process monitoring and control, wherein energy-related information and other data for each said device is stored in a said control system, ~~characterised by~~ the control system comprising:

one or more software entities for retrieving and presenting information associated with said equipment, plant or process, and

means to assign a maintenance or other action as a response to a new alarm or event to a user.

20. (original) Use of a control system according to claim 19 for scheduling and assigning a maintenance or other action as a response to an alarm or event in a plant or process in a facility comprising a plurality of devices and one or more control systems for process monitoring and control.